Electronic Acknowledgement Receipt				
EFS ID:	7978463			
Application Number:	09477991			
International Application Number:				
Confirmation Number:	1039			
Title of Invention:	METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB CALL CENTER			
First Named Inventor/Applicant Name:	BRYCE A. JONES			
Customer Number:	28004			
Filer:	Patrick L. Muino/Jamie Cameron			
Filer Authorized By:	Patrick L. Muino			
Attorney Docket Number:	1264			
Receipt Date:	08-JUL-2010			
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Application Type:	Utility under 35 USC 111(a)			

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File Listing	<b>J</b> •		File Cire (Bodes)/	Multi	D
Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Part /.zip	Pages (if appl.)
Request for Continued Examination (RCE)	Request for Continued Examination	RCETransmittal.pdf	30937	no	2
	NCE Hallstilltal.pul	e8fa71d9046c2f91414563d56dec14542df7 eb7c	110		
Warnings:	·				
This is not a USF	PTO supplied RCE SB30 form.				
Information:					
Amendment Submitted/Entered with Filing of CPA/RCE	RCE.pdf	43874	no	8	
		8cb5505b1d729ce327d4ebed3b841ec87a ecfe2c			
Warnings:	·				
Information:					
3 Fee Worksheet (PTO-875)	fee-info.pdf	30585	no	2	
		16cb83d67b0b5882904df4c2931c3288d45 7d8c8			
Warnings:	·				
Information:					
		Total Files Size (in bytes)	es): 105396		

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## New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

## National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

## New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.